

## General Policies

Prices and product availability are subject to change without notice. All specials and promotions are limited by availability.

**Payment:** Payment in U.S. dollars must be received with any order. The American Payroll Association (APA) does not process orders without payment, nor sell products on a trial basis.

Payment includes total amount of product plus shipping and handling and tax (if applicable). Products will not be shipped until entire payment amount due is received.

**Nonsufficient Funds Fee:** The fee for returned checks is currently \$35 and is subject to change at any time.

**Processing and Shipping:** Please allow 14-21 days from the time you place your order for processing and shipping. Delivery times are not guaranteed, and the actual delivery time will depend on product availability.

**Credits:** Credits are applicable only to APA products and events and are valid for one year from the date of issue.

## Events Policies

**Event:** A Class, Webinar, Webinar on Demand, Conference, Virtual Class (presented in segments over a period of time using an online training center), Webinar Series, or Boot Camp (a series of virtual classes held over a period of time).

**Registration Fees:** Events must be paid in full at least five business days in advance of the start date. Mailed payments must be in U.S. dollars.

**Confirmation of Registration:** You will receive email confirmation of your registration to include class date and location, if available. If the location is not on the confirmation, check the website. If you have not received confirmation of your registration one week prior to your event, please call APA at the number listed at the bottom of the page to confirm your registration. Events are subject to change or cancellation at any time.

**Special Services:** Dietary requests made within two weeks from event start date cannot be guaranteed. Special meal requests not indicated on the registration form will be limited and will not be honored onsite.

If you have a disability or require special services, please contact us at least 14 days in advance of the event.

**Same-Day Registrants:** Participants registering on the day of the in-person program may enroll 15 minutes after all pre-registered participants have signed in. If there are insufficient class materials for same-day registrants, the materials will be mailed at the earliest possible date following the event.

Please be aware, some classes are subject to participant limits and only pre-registered participants will be allowed into the classes.

**Cancellation:** Events are subject to cancellation at any time, including due to low attendance. APA reserves the right to limit enrollment to ensure that published objectives are achieved.

**Travel Arrangements/Hotel Accommodations:** Attendees are responsible for their own travel arrangements to and from events. Room reservations, hotel charges, and parking fees are the responsibility of the attendee.

**Travel Insurance:** Events are subject to change or cancellation at any time. APA recommends that you consider purchasing travel insurance as APA does not reimburse for air or other travel expenses incurred if an event is changed or canceled.

**Locations:** Specific locations will be listed on the APA's website, [www.americanpayroll.org](http://www.americanpayroll.org).

**Schedules:** Please refer to the schedule located on our website, [www.americanpayroll.org](http://www.americanpayroll.org).

**Photography and Contact Information Release:** By registering for the American Payroll Association's (APA) events, you are granting full permission to the APA to use, reuse, reproduce, publish, or republish any photographs, motion pictures, recordings, or any other record of your participation in this event, in any medium now known or hereafter developed, alone or in conjunction with other material, without restriction as to changes or alterations, as well as to use your name, voice, likeness, and/or other indicia of identity, for editorial, educational, promotional, advertising, and commercial purposes, including without limitation in connection with the solicitation of contributions and the furtherance of the corporate objectives of APA. In addition, by attending or speaking at APA's events, you are granting APA permission to make your contact information available to the event sponsor(s) who may choose to market their products and services to you via email, fax, telephone, mail, or other means.

## Customer Service

## Event Registration Changes

A **transfer** is a request to change the location, date, or delivery method of your event. A **substitution** is a request to replace the registered individual with a different attendee.

## Transfers/Substitutions

**In-Person Events:** A \$55 administrative fee will be assessed for each transfer and/or substitution. Some restrictions may apply.

Either of these changes should be made by calling APA Customer Service. Each transfer and/or substitution will require completion of a transfer/substitution form and will be assessed the fee. The substitute may also be charged the difference in price if the substitute's member status is different from that of the original registrant. A customer service representative can provide the form.

A transfer fee will apply if the incorrect location or date is selected by the customer. Please verify that you select the correct location and date to avoid transfer fees.

**Webinars and Webinars On Demand:** A \$55 administrative fee will be assessed for each transfer and/or substitution. Transfers or substitutions will not be honored the day of the program, after the program begins, or if the program license has been activated.

Either of these changes should be made by calling APA Customer Service. Each transfer and/or substitution will require completion of a transfer/substitution form and will be assessed the fee. The substitute may also be charged the difference in price if the substitute's member status is different from that of the original registrant. A customer service representative can provide the form.

A transfer fee will apply if the incorrect date was selected by the customer. Please verify that you select the correct date to avoid transfer fees.

## Cancellations/Refunds

Refunds that are approved will be made in the original form of payment.

**In-Person Events:** Refunds will not be given for no-shows. Written requests received at least seven business days prior – full refund; four to six business days prior – refund less a \$50 service charge; fewer than four business days prior – a credit will be issued less a \$100 service charge. Credits are

applicable only to future APA educational programs and are valid for one year from the date of issue. Cancellations the day of the program or after the program begins are nonrefundable and noncredited.

See below for separate cancellation/refund policies applicable to APA Congress and Las Vegas Learning Center Classes.

**Webinars and Webinars On Demand:** Cancellation/Refunds will not be honored the day of the program, after the program begins, or if the program license has been activated. Refunds will not be given for no-shows.

**Boot Camps:** See the policies for Cancellations/Refunds for In-Person Events (above). The event registration can be canceled prior to the virtual class series beginning under these policies. However, if the third-party license has been activated, the refund will be less a 20% cancellation fee. As with other classes, there is no refund after the virtual class series begins.

**Virtual Class Series:** Cancellation/Refunds will not be honored the day of the program, or if the program license has been activated. Refunds will not be given for no-shows.

**APA Congress:** APA cannot honor cancellations or refunds for Congress registrations. However, you may substitute another member or colleague. Each substitution will require completion of a substitution form and will be assessed a \$55 administrative fee. The substitute may also be charged the difference in price if the substitute's member status is different from that of the original registrant. A customer service representative can provide the form.

If you are unable to attend and cannot find a substitute, notify us in writing one month prior to the event, and you will be issued a credit to your APA account for another APA-sponsored meeting less a \$150 cancellation fee. This credit is good for one year from date of issue; no exceptions will be made to this policy. Program format and delivery method subject to change.

**Congress Xstream:** APA cannot honor cancellations or refunds after May 8, 2020. Refunds will not be given for no-shows. You may substitute another colleague. Each substitution will require completion of a substitution form and will be assessed a \$55 administrative fee. The substitute may also be charged the difference in price if the substitute's member status is different from that of the original registrant. A customer service representative can provide the form.

## Customer Service

**Virtual Congress:** Refunds will not be given for no-shows or after the program has begun. You may substitute another colleague. Each substitution will require completion of a substitution form and will be assessed a \$55 administrative fee. The substitute may also be charged the difference in price if the substitute's member status is different from that of the original registrant. A customer service representative can provide the form.

**Special Services:** There is no additional charge for the special request meal(s), unless you elect not to eat it, fail to pick up the special request meal, or eat a regular attendee meal in its place. In any of these instances, you will be invoiced \$50 for each individual special request meal that you ordered. Dietary requests made within two weeks from the Congress start date cannot be guaranteed. Special meal requests not indicated on the registration form will be limited and will not be honored onsite.

If you require special services, please call Customer Service at (210) 224-6406, M-F, 8 a.m. – 5 p.m. CT, at least 21 days in advance.

## **Learning Center Classes Cancellations and Refunds Policies**

**Las Vegas Learning Center Classes** are under the jurisdiction of the Nevada Commission on Postsecondary Education, 2800 East St. Louise Avenue, Las Vegas, NV 89104.

As such, registrations have different requirements.

(1) Refund computations will be based on the course time expressed in clock hours. (2) The effective date of termination for refund purposes will be the earliest of the following: (a) the last date of attendance; or (b) the date of receipt of written notice from the student. (3) If tuition and fees are collected in advance, \$150 shall be retained by the API Fund for Payroll Education, Inc./Payroll Learning Center. (4) If the student fails to enter the course, withdraws, or the course is discontinued at any time before completion, the student will be refunded the pro rata portion of tuition, fees, and other charges that the number of class hours remaining in the course after the effective date of termination bears to the total number of class hours in the course. (5) A full refund of all tuition and fees is due in each of the following cases: (a) if an enrollee is not accepted by the school; (b) if the course of instruction is discontinued by the school and this prevents the student from completing the course; or (c) if the student's enrollment was procured as a result of any misrepresentation in advertising or promotional materials of the school, or misrepresentations by

the owner or representative of the school. (6) Refunds will be totally consummated within 15 days after the effective date of termination.

Any holder of this consumer credit contract is subject to all claims and defenses which the debtor could assert against the seller of goods or services obtained pursuant hereto or with the proceeds hereof. Recovery hereunder by the debtor shall not exceed the amounts paid by the debtor hereunder.

Students with unresolved problems with the Las Vegas Learning Center may contact the commission.

**San Antonio Learning Center Classes** fall under the general policies related to Refunds, Cancellations, and Substitutions.

## **Refund Policy for Students Called to Active Military Service:**

A student of the school who withdraws from the school as a result of the student being called to active duty in a military service of the United States or the Texas National Guard may elect one of the following options for each program in which the student is enrolled: (1) if tuition and fees are collected in advance of the withdrawal, a pro rata refund of any tuition, fees, or other charges paid by the student for the program and a cancellation of any unpaid tuition, fees, or other charges owed by the student for the portion of the program the student does not complete following withdrawal; (2) a grade of incomplete with the designation "withdrawn-military" for the courses in the program, other than courses for which the student has previously received a grade on the student's transcript, and the right to re-enroll in the program, or a substantially equivalent program if that program is no longer available, not later than the first anniversary of the date the student is discharged from active military duty without payment of additional tuition, fees, or other charges for the program other than any previously unpaid balance of the original tuition, fees, and charges for books for the program; or (3) the assignment of an appropriate final grade or credit for the courses in the program, but only if the instructor or instructors of the program determine that the student has: (a) satisfactorily completed at least 90 percent of the required coursework for the program; and (b) demonstrated sufficient mastery of the program material to receive credit for completing the program.

## **Certification**

### **Earning Education Credits: RCHs, CEUs, and CPE Credits**

Recertification Credit Hours (RCHs) are available for conferences, classes, webinars, webinars on demand, and virtual classes based on participation.

## **Customer Service**

Continuing Professional Education (CPE) credits for Certified Public Accounts (CPAs) are available for live conferences, classes, webinars, and virtual classes based on participation as required by the National Association of State Boards of Accountancy (NASBA). CPE credits are not available for webinars on demand.

Education Credits are only available to the person who has registered and paid for the event and has met participation requirements.

## CPE Complaint Resolution Policy

APA will make every effort to resolve complaints regarding NASBA compliance within a reasonable amount of time and in a confidential manner. A formal complaint must be submitted in writing and must set forth a statement of the facts and the specific remedy sought. Submit CPE complaints to: American Payroll Association, Attn: Certification, 660 North Main Avenue, Suite 100, San Antonio, TX 78205-1217. Certification: (210) 226-4600.

## Certification Testing Policies

**Absence/Lateness Policy:** Candidates unable to attend a scheduled examination may be excused for one of the following reasons: illness (yours, or that of an immediate family member), death in the immediate family, disabling traffic accident, court appearance or jury duty, military duty, or a weather emergency.

Candidates must submit written verification and supporting documentation for excused absences to Pearson VUE **within 14 calendar days** of the original examination date. If candidates are otherwise absent from or late to an examination and have not provided proper notice (see Change/Cancel Policy), candidates will forfeit the **entire examination fee**. Written verification and supporting documentation can be sent by email to [pearsonvuecustomerservice@pearson.com](mailto:pearsonvuecustomerservice@pearson.com), fax to (952) 516-5557, or U.S. Mail:

**Pearson VUE/Certification Examination for  
Payroll Professionals  
Attn: Event Program Coordinator  
5601 Green Valley Dr.  
Bloomington, MN 55437**

## Change/Cancel Policy

Do NOT contact Pearson VUE's local testing center. All candidates must telephone Pearson VUE or go to [www.pearsonvue.com/apa](http://www.pearsonvue.com/apa) at least **96 hours** before the scheduled examination date to change or cancel a reservation. Changed reservations with proper notice may be transferred

to a new reservation (within the current testing window for the Northern Americas region). **Candidates will forfeit the entire examination fee and be considered a no-show if the change or cancel request is received less than 96 hours from the exam reservation date and time.**

Candidates who **cancel** an exam at least 96 hours and up to 30 days before their exam reservation will incur a non-refundable cancellation fee of \$50, paid to Pearson VUE. Cancellations that occur more than 30 calendar days prior to an exam reservation are not subject to additional fees. Please note that there is no fee to change a reservation during this same period.

The Pearson VUE chat option on the Pearson VUE website cannot be used to reschedule or cancel an exam.

## Refunds

Refunds should be made by calling APA Customer Service. A refund form will be required to process the refund. A customer service representative can provide the form. If the exam had been scheduled and then canceled, be sure to provide the receipt showing the paid fee to Pearson Vue.

Refunds that are approved will be made in the original form of payment. Please allow 4-6 weeks for refunds by check.

## Retaking the Exam

**Northern Americas Region:** Candidates may retake the FPC or CPP Examination as often as necessary, but only once in each testing window at a Pearson VUE testing center. For example, those who fail an examination in Spring must wait until Fall to retest. To retake the examination, you must pay for a new exam at [www.americanpayroll.org/education-certification/certification/overview](http://www.americanpayroll.org/education-certification/certification/overview) before making a new exam reservation.

Candidates have the option to obtain additional training at one APA's Learning Centers by completing APA's Foundations of Payroll Certificate Program (Payroll 101) or Payroll Administration Certificate Program (Payroll 201) and then retake the exam **before** the next testing window. To register for this course and retake the exam, visit the APA website, [www.americanpayroll.org](http://www.americanpayroll.org). Candidates who have failed the FPC or CPP examination at an APA Learning Center are eligible to retake the examination at a Pearson Vue Testing Center during the current or a future testing window. A candidate may only take the FPC or CPP exam twice during an exam year.

## Customer Service

**EMEA, APAC, Southern Americas, and Military:** Candidates may retake the FPC or CPP Examination six months following the date of the most recent exam date. This restriction is in place to allow candidates ample time to pursue additional study/training in preparation to retake the examination. To retake the examination you must pay for a new exam at [www.americanpayroll.org/education-certification/certification/overview](http://www.americanpayroll.org/education-certification/certification/overview) before making a new exam reservation, in addition to meeting all eligibility requirements.

## **Publication, ebook, and Subscription Policies**

**Publications** are APA's printed books. **eBooks** are APA's PDF-based publications. **Subscriptions** are 1-year access to an electronic product, among other APA products shown here on the APA Bookshelf, <https://bookshelf.americanpayroll.org>.

### **Processing and Shipping**

Please allow 14 to 21 days from the time you place your order for processing and shipping of APA publications. Delivery times are not guaranteed and the actual delivery time will depend on product availability.

Should you order a product in advance of the production date, you may submit a written request for a full refund, provided the APA has not already shipped the product.

**Please note:** Orders are processed on the next business day regardless of the shipping method selected.

### **Cancellations/Refunds**

Approved refunds will be made in the original form of payment.

**Printed Publications:** APA will accept the return of current edition unopened products in saleable condition. Authorization for returns must be obtained prior to returning any item by calling APA Customer Service. Return shipment must be at your own expense. Refunds equal to the cost of the product less a \$30 administrative fee will be issued upon receipt of the returned item(s) in saleable condition.

**eBook Products:** Cancellations or refunds will not be honored once the eBook instructions have been sent to the customer or if the license has been activated.

**Subscription Products:** Cancellations or refunds will not be honored.

### **Substitutions/Transfer**

A \$55 administrative fee will be assessed for each transfer and/or substitution for APA printed publications, eBook products, and subscription products. Either of these changes should be made by calling APA Customer Service. Each transfer and/or substitution will require completion of a transfer/substitution form and will be assessed the fee. The substitute may also be charged the difference in price if the substitute's member status is different from that of the original registrant. A customer service representative can provide the form. A transfer fee will apply if the incorrect title or year of the publication, eBook, or subscription was selected by the customer.

**Printed publications:** A substitution/transfer can only occur before the publication has been shipped. Authorization for substitutions/transfers must be obtained by calling APA Customer Service.

**eBook products:** A substitution/transfer may only occur before the eBook instructions have been sent to the customer and/or before the license has been activated.

**Subscription products:** A substitution/transfer may occur before the subscription instructions have been delivered and/or before the license has been activated.

If a substitution is requested after the subscription period has begun, only the remaining balance of the subscription will be available to the substitute.

## **Membership Dues/Enrollment Fee Policies**

Membership in the APA is annual and is per individual. Company memberships do not exist at this time. Go to [www.americanpayroll.org](http://www.americanpayroll.org) to see the current cost. There is a one-time enrollment fee of \$35. If your membership lapses over 90 days, you will incur the reinstatement fee of \$35.

Membership officially begins when payment is processed. Dues are subject to change at any time.

### **Substitutions**

If a substitution is requested after the period has begun, only the remaining balance of the membership will be available to the substitute. APA Customer Service must be contacted and substitution must be approved. The customer must fill out the form that may be obtained from Customer Service.

### **Cancellations/Refunds**

Refunds will not be issued for canceled memberships.

## **Customer Service**

## **Copyright, Trademark, and Other Intellectual Property Protection**

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Customers are expected to report suspected violations. No person who reports a suspected violation, who acts in good faith, will suffer adverse consequences for making the report. Reports may be made by email to: [IP@americanpayroll.org](mailto:IP@americanpayroll.org). All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation. Corrective actions may include the cancellation of a customer's subscription to the APA Bookshelf, without a refund.

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